

Annual Riverside Citizen Survey

2002-2003

Measuring the Performance of Service

Question 23

Please provide any comments on city services that you were pleased with.

- 1 Good 911 service.
- 2 Hunt pool staff and swim lessons awesome. Animal shelter staff great. Devon Pitrizello was very helpful at the Riverside Council PTA.
- 3 Traffic, Fran Dunniski in particular. Mayor's office. PD, best officers when called.
- 4 911 services are very good.
- 5 A pretty good job.
- 6 Water, gas, sewer, and refuse.
- 7 All in all we're very pleased with any service we've asked for.
- 8 All is good!
- 9 All of them.
- 10 All services. Police need some help. The rest of the services and people are excellent.
- 11 All the services now are almost excellent.
- 12 Animal Control has been very helpful in the past and we appreciate this.
- 13 Animal control was helpful with a skunk in my garage.
- 14 Animal control was very prompt with a vicious dog matter.
- 15 Appreciate trash pick-up so I don't have to try to get the barrels out. I am over 80. Thanks.
- 16 Basically, pleased with most.
- 17 Beautiful median and street side landscaping and maintenance in our area.
- 18 Better master planning on growth. Get 91 project completed and make sure it has proper capacity for it.
- 19 Billing, trash collection, Police.
- 20 Bulk trash pick-ups are convenient, please continue.
- 21 Called water company to check pressure, responded immediately. Very pleased.
- 22 CB Library workers do a good job. Villegas park director is doing a good job.
- 23 Citrus park concert in the park Wednesday night downtown.
- 24 City electric company is very reliable, A+. Michael Beck is very helpful.
- 25 City Hall people are friendly and helpful always! We are thrilled with our trash, recycling and green garbage service.
- 26 City needs a lot of work in the east side.
- 27 City offices are working well with clients.
- 28 City services are satisfactory.
- 29 City trash collection is excellent.
- 30 City trash service.
- 31 City wide; Police, Fire, Trash. We need more Police presence in our neighborhood especially when school lets out.
- 32 Clean city promotes pride of residency and history.
- 33 Clean parks and streets.
- 34 Clean streets, lights always working.
- 35 Clean streets, trash pick-up, courteous answers to questions when I telephone regarding city services.
- 36 Cleanliness and overall maintenance.
- 37 Code Compliance responding to calls on new exterior maintenance calls.
- 38 Code enforcement.
- 39 Community functions.
- 40 Complaints about trees on residential properties are addressed fast and effectively.
- 41 Concerts, downtown Wednesday nights, Rubidoux Mt walk. However, I wish there were restrooms and water.
- 42 Council meetings on Cable are great!
- 43 Courteous trash haulers, recycling Department, meter readers.
- 44 Courtesy of Police officers.
- 45 Discount on electricity for people who need extra energy for medical devices due to illness.
- 46 Do not use many services but am impressed that our electric bills have stayed the same.
- 47 Downtown family events, fairs, farmer's markets.
- 48 Downtown Wednesday evening events and special events throughout the year.
- 49 Easy access to City Hall.
- 50 Electrical service.

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- 51 Electrical, water, street light, courteous and helpful.
- 52 Emergency assistance was really good.
- 53 Enjoy concerts in the park, Mayor's night out, Orange Blossom Festival, Downtown Wednesday night. City employees have always been friendly and courteous.
- 54 Enjoy the parks, use Castle View often.
- 55 Evening Council meets so that I don't have to take off from work to attend them. I'm pleased with our new City Manager and with the incredible efforts of Michael Beck.
- 56 Everyone does not have trash so why do I have to pay?
- 57 Excellent Fire Department and Police Department.
- 58 Excellent Police services.
- 59 Extending the 91 freeway.
- 60 Extra trash pick-up yearly, Police Department, Code Compliance and landscaping on Victoria Ave.
- 61 Fire and Police are super. Public Utilities are run very effectively.
- 62 Fire and Police.
- 63 Fire Department
- 64 Fire Department and emergency services are excellent.
- 65 Fire Department emergency services.
- 66 Fire Department services.
- 67 Fire Department/Paramedics.
- 68 Fire, Police and public safety are good. Amazing response time, at least in my end of town.
- 69 Fire, Solid Waste and Public Utilities (electric) very good.
- 70 Firemen and Policemen do a good job.
- 71 Firemen, Police and medics are prompt when needed.
- 72 Foliage is nice.
- 73 Free tax service at library.
- 74 Garbage and street lights.
- 75 Garbage collection is timely. Collectors are friendly.
- 76 Garbage collection, library, Orange Blossom.
- 77 Garbage collection. Sorry that Vector Control was eliminated. It was the most efficient program.
- 78 Garbage pick-up and graffiti control.
- 79 Garbage pick-up is always on time and even if there is a holiday the next day it's picked up.
- 80 Garbage pick-up is fine. Tree trimmers are excellent. Street cleaner does good job.
- 81 Gas company helps in lighting and turning off gas furnace in attic.
- 82 Generally pleased.
- 83 Good job, keep up the good work.
- 84 Good personal contact with Police and Fire.
- 85 Good street lighting.
- 86 Graffiti control is great. Street sweeper is great.
- 87 Graffiti free, keeping the city clean.
- 88 Graffiti is removed.
- 89 Graffiti removal and after hours tree removal services are more than excellent.
- 90 Graffiti removal was prompt and very good.
- 91 Graffiti removal, trash collection, light maintenance.
- 92 Graffiti removers are excellent and so are Police and rescue.
- 93 Great cultural activities, would like to see more, more, more and more!
- 94 Having lived in numerous cities and several states, this is one of the best cities I have ever lived in.
- 95 Home of the neighborly service.
- 96 I am pleased with all of the city services except perhaps the trimming of trees and the bumpiness of streets.
- 97 I am pleased with the city's ability to purchase our electricity at good rates and our water source as well.
- 98 I am very happy about the new street lights and speed bumps in our neighborhood. Good job!
- 99 I appreciate all the information included in the utilities bill envelope. I have found it helpful and always glance through all of it.
- 100 I appreciated information on cleaning up drinking water. This was a big problem.

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- 101 I call for graffiti removal and it's removed either that day or the next. When a street light goes out I get a good response. We had a problem with the power to our sprinkler box in our private park. The city sent a wonderful worker out who helped search
- 102 I enjoy the special events offered by Parks and Recreation Department.
- 103 I feel my City Councilwoman's office is responsive to trash problems.
- 104 I greatly appreciate various rebate programs and recycling of hazardous waste management programs.
- 105 I have had good service from both our Police and Fire Departments.
- 106 I have lived in the city of Riverside for 20 years. I have seen many good changes. You're doing a great job!
- 107 I have no complaints about any service. Everyone is always courteous and helpful.
- 108 I haven't had any major negative dealings with any Riverside city service.
- 109 I like downtown Wednesday, summer concerts and the Orange Blossom festival.
- 110 I like the city bill as a package with a breakdown of usage, etc. I like the current trash hauler.
- 111 I like the city trash guys. They always have good service.
- 112 I like the library and museums.
- 113 I like the Mission Inn area.
- 114 I like the trash and recycling pick-ups.
- 115 I like your quick response to graffiti complaints.
- 116 I love the clean-ups going on and the Chamber.
- 117 I love the Mission Inn lighting ceremony.
- 118 I really like the rebate program. I have a shade tree, ceiling fan and evaporation cooler.
- 119 I was impressed with the people and quick service when I got my building permit, especially the guys in Planning. They were great.
- 120 I was impressed with the timely response of the gas company when a gas leak occurred at my home.
- 121 I would like a big trash dump on the street every six months to clear our houses of big trash.
- 122 I'm especially pleased with punctuality of turning off water main and turning it back on.
- 123 I'm happy with the Electric Department.
- 124 I'm pleased with all of the city services. I love Riverside.
- 125 I'm pleased with all services.
- 126 I'm pleased with flyers/brochures that are stuffed in bills as well as communication/advertising through the Press Enterprise.
- 127 I'm pleased with the after school program at Nichol's park. The kids get a lot out of it. The internet access is so rewarding and they need sports to keep them out of trouble.
- 128 I'm pleased with the city streets. There are no major potholes or problems with our streets.
- 129 I'm pleased with the city's response when you call about abandoned cars.
- 130 I'm pleased with the extended hours of the Utilities Department. Services provided are generally of good quality.
- 131 I'm pleased with the trash pick-up and the street sweeping. Really haven't any major complaint with Riverside.
- 132 I'm very pleased to live in the area of Riverside. All the services are great. I love Riverside.
- 133 I'm very pleased with the garbage service.
- 134 Improved street appearance (greenery and trees).
- 135 In general, pleased with all city services.
- 136 In general, the city is a clean and safe place to live.
- 137 Informative and courteous employees.
- 138 It's a great city. I would like the city to promote more restaurants.
- 139 Keeping graffiti under control.
- 140 Keeping parks clean and safe.
- 141 Library and Utilities.
- 142 Library programs like the Read to Me program.
- 143 Library services are better downtown now. Better hours, love Mt. Rubidoux trails.
- 144 Library services are wonderful.
- 145 Library, library library.
- 146 Library, Police (not their politics).
- 147 Lifeguard training/Lifeguard services, continuing education classes.
- 148 Lighting is kept up well. Graffiti in O.T. & Canyon Crest is clean but needed throughout Riverside.
- 149 Like most all services.

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- 150 Love Dial-A-Ride but needs more buses and drivers. Very hard to get service when needed.
- 151 Main streets in La Sierra are slowly getting better.
- 152 Maintaining your utilities, very pleased.
- 153 Mental health services.
- 154 Most of our experiences have been very good with city services.
- 155 Most of them.
- 156 Most people are friendly/helpful.
- 157 Most personnel are helpful and knowledgeable. Police Department is doing a good job with resources they have in our neighborhood.
- 158 Most services do a good job.
- 159 My family and I enjoy the library services and the Metrolink.
- 160 Neighborhood Watch
- 161 New contract with garbage collector is excellent savings to consumers.
- 162 Nice parks, libraries and a lot of programs for kids.
- 163 Our electric company, our trash service, our Police Department.
- 164 Our Police Department is always a helpful department to be in touch with. They should always be recognized as our city's back bone.
- 165 Our trash pick-up is excellent. They rarely if ever wake us with their earliest pick-ups.
- 166 Overall city services in our area are good.
- 167 Overall customer service of employees is excellent. Nice, friendly, helpful.
- 168 Overall good service.
- 169 Overall I am pleased with the city services.
- 170 Overall I think our city does a good job.
- 171 Overall I'm happy with what the city provides. I love all the rebate programs. I have used a few.
- 172 Overall I'm pleased with Riverside.
- 173 Overall okay.
- 174 Overall pleased with all general services that the city provides.
- 175 Overall the city is doing a good job and I am satisfied with it.
- 176 Overall trash pick-up, keeping medians green and graffiti removal.
- 177 Overall you as City Government are doing an excellent job. This is a huge growing city that needs constant 24/7 monitoring and maintenance.
- 178 Paramedics/Ambulance arrive promptly.
- 179 Park and Recreation swim program, library, concerts in the park, downtown Wednesday nights.
- 180 Parks & Recreation guide, landscape, city gardeners and activities downtown such as downtown Wednesday night and the Orange blossom festival.
- 181 Parks & Recreation guide.
- 182 Parks & Recreation, downtown services and the library.
- 183 Parks & Recreation; I deal with them a lot at home and at work.
- 184 Parks and Recreation and Library.
- 185 Parks and Recreation for children.
- 186 Parks and Recreation.
- 187 Parks, pools, Fire Department have all been great when used.
- 188 Parks, streets, library services and conditions are good.
- 189 Picking up trash 2 times a year with appointment.
- 190 Pleased with all services.
- 191 Pleased with Riverside Public Utilities service and rates, Riverside Police Department and most other services.
- 192 Police and Fire are very good.
- 193 Police and Fire Department excellent any time you need help.
- 194 Police and Fire responses.
- 195 Police and utilities services are very pleasing. I love the city of Riverside. Keep on doing what you're doing.
- 196 Police are prompt when there are problems at the park. It should be monitored more in the evenings.
- 197 Police Department very helpful, also city staff.
- 198 Police Department.
- 199 Police in keeping the speed limit because children walk down Mountain View.

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- 200 Police patrol at night is very good in my area.
- 201 Police presence in my area/Fire Department, Parks Department and Customer Service on phones.
- 202 Police visibility is generally good but why can't they control car theft?
- 203 Police, Fire and trash are excellent, just overworked.
- 204 Police, Fire and trash are good.
- 205 Police, Fire and Utilities.
- 206 Police, Fire, Garbage collection.
- 207 Police, Fire.
- 208 Police; I have called Police approximately 8 times in 25 years and each time I got a very good response and resolved my problem.
- 209 Power and water.
- 210 Power/trash/water services are excellent!
- 211 Public landscaping is always beautiful.
- 212 Public Utilities is very polite and efficient.
- 213 Public Utilities, customer service staff is very pleasant and helpful.
- 214 Public Works has consistently provided excellent response times to calls regarding graffiti.
- 215 Rat and graffiti eradication are very positive. New stoplight by Church (St. Francis) 12th & Lime is nice even if some of the parking was taken away.
- 216 Rebate offers.
- 217 Rebate programs, shade tree program and special events.
- 218 Recently the street in front of my house was repaved. It is a beautiful job and the workers were prompt and courteous with little disruption in getting in and out during the work. Thank you!
- 219 Recreational classes.
- 220 Recycling, garbage collection, Recreation and the Fire Department.
- 221 Refuse and street cleaning.
- 222 Refuse and waste pick-up are very prompt.
- 223 Response to a 911 call.
- 224 Riverside PD response, Mt. Rubidoux park services, Fairmount park services.
- 225 Roads are in good repair.
- 226 RPD seems to be getting better.
- 227 RTA buses are very inspiring with their red, white and blue. At heart red and green everywhere belongs in Mexico.
- 228 Rubbish Department- top gun; Planning Department- A+; Finance- A+, Redevelopment, A-, Police, enough said. Building Department- red tape city, Code Enforcement- if they return phone calls, Traffic Engineering- there is life outside of City Hall.
- 229 Sanitation Department, gas, water and telephone services.
- 230 Security, Police everywhere.
- 231 Shamel park is beautiful. Casa Blanca library and Madison Ave are beautifully landscaped.
- 232 Sierra St is in need of repair from Palm to the Senior Center on Streeter.
- 233 Soccer (AYSO) and softball (RGSA) recreation programs.
- 234 Solid waste collection is very dependable.
- 235 Sorry, but we are in our 80's and have no problems with the city. Mostly we travel many times to Kaiser hospital.
- 236 Special transit service.
- 237 Speed bumps put on Evans and Mendoza but need them on Jacaranda street for kids' safety.
- 238 Sports programs for kids.
- 239 Staff is generally very cooperative.
- 240 Street cleaners.
- 241 Street light problems are taken care of promptly.
- 242 Street lighting, helicopter, sanitation collection, Public Utilities are always helpful and courteous.
- 243 Street lights are taken care of immediately.
- 244 Street lights.
- 245 Street maintenance Department repaired a sidewalk on our street recently. Great job, good crew.
- 246 Street maintenance.
- 247 Street sweeper does a good job. Trash pick-up does a good job. We are pleased with services.
- 248 Street sweepers keep gutters clean.

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- 249 Streets are kept up and trees trimmed as necessary.
- 250 Streets, parks, power.
- 251 Thanks for all that is being provided.
- 252 The beautiful homes being built.
- 253 The best of any city around. There's never any shortage of electricity, water or gas.
- 254 The city does a fine job on environmental issues such as recycling.
- 255 The city is working on the streets and in a few years they will be good.
- 256 The city responds to our concerns immediately.
- 257 The constant effort to improve downtown and our parks.
- 258 The dog pound, Fire Department both were very helpful.
- 259 The downtown area such as Mission Inn is a wonderful place to shop and dine.
- 260 The employees are generally courteous and helpful.
- 261 The Fire Department is excellent.
- 262 The Fire Department was very helpful.
- 263 The fireworks display.
- 264 The free tree program sponsored by the Utility Department is great!
- 265 The garbage men are so kind to come in and get my garbage as I am handicapped.
- 266 The large item trash pick-up.
- 267 The man in the little truck who delivered my second trash can collected my xmas tree while he was here. Nice guy.
- 268 The new communities, historic overlook area and the auto center. These are really nice clean areas.
- 269 The new walls on the sides of the freeway are wonderful.
- 270 The parks are nice. I like the new divider on Van Buren.
- 271 The people have been friendly whenever we've needed assistance.
- 272 The pick-ups are made on the days promised.
- 273 The Police and Fire Departments could not be better with their services and are very public friendly.
- 274 The Public Utilities locations.
- 275 The recent change of light bulbs on our street was great.
- 276 The street cleaning and trash disposal services.
- 277 The trash and road crews; we get a street sweeper 2 times a month and the street is well kept.
- 278 The trash collection communicating.
- 279 The trash collection is great. They came back out when we needed an extra pick-up. They're great.
- 280 The trash collector went above and beyond the call of duty for us a couple of times.
- 281 The tree folks have been very prompt in removing the huge tree branches that have fallen into the street and walkways.
- 282 The trimming and street sweeping services are efficient and courteous.
- 283 The web site and geographic data are exceptional. Everyone in the Building Department is very helpful.
- 284 They are courteous and nice people. They go the extra mile when I need help.
- 285 They repaved our streets and that is a huge difference. Now they need to do Tyler Ave.
- 286 This city is why we have been here since leaving New York in 1957.
- 287 Trash and Police do a good job.
- 288 Trash collection
- 289 Trash collection Department has very nice employees.
- 290 Trash collection is excellent. Swimming program is great. Maybe consider longer hours.
- 291 Trash collection is great.
- 292 Trash collection is very good.
- 293 Trash collection is very reliable.
- 294 Trash collections and street sweeping.
- 295 Trash disposal men friendly, courteous and thorough.
- 296 Trash guys do a good job.
- 297 Trash is great. Billing services are great.
- 298 Trash pick-up and tree trimming services.
- 299 Trash pick-up is excellent.
- 300 Trash pick-up is excellent. Electricity and water excellent.
- 301 Trash pick-up is outstanding, RFD very good. Riverside PD? Come on work traffic and the homeless.
- 302 Trash pick-up is regular and service has always been prompt the few times needed.

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- 303 Trash pick-up, Fire Department, Police Department.
- 304 Trash pick-up, Police, street crews. Plaza make-over.
- 305 Trash pick-up.
- 306 Trash service, Riverside Public Utilities, prices for electricity and water are excellent.
- 307 Trash, lights.
- 308 Trash, streets, parks, sewer, power all good.
- 309 Tree trimming and street improvements I am mostly pleased with.
- 310 Tree trimming.
- 311 Trim the trees in the neighborhood.
- 312 Trimming palm trees.
- 313 Two things, 1) I have always had a job and 2) I have never had problems with you.
- 314 Utilities
- 315 Utilities
- 316 Utilities are good, billed correctly, trash pick-up very dependable. I feel safe in my neighborhood.
- 317 Utilities are good. Ask the city workers how is morale? If that is good, services will be good.
- 318 Utilities are great and I love the trash recycling. Park services on Mt. Rubidoux are great too and I love that we have all the open space at Sycamore Canyon park.
- 319 Utilities company working with customers who have financial hardships to pay their bills, not cutting them off with no leniency.
- 320 Utilities, Trash, Fire, Building Department, Police.
- 321 Utility bills are timely.
- 322 Utility Department also helpful (payments, etc).
- 323 UUT refund for low income. Most services are fine.
- 324 Van Buren and Limiote passes, it's a nice drive.
- 325 Very happy with the Public Utilities over Edison and Temescal water.
- 326 Very happy.
- 327 Very pleased with Garbage Department and Police Department.
- 328 Very pleased with Office of Neighborhoods and help from Parks and Recreation.
- 329 Very responsible Mayor and Council members in wards 1 & 2.
- 330 Waste collection and street tree maintenance division responds to requests quickly.
- 331 Waste management service.
- 332 Water & power.
- 333 Water and power.
- 334 Water, lights, trash, mail and gas services.
- 335 We are pleased with Public Utilities, library service and garbage collectors.
- 336 We are very pleased with how the city has maintained cleanliness and order in the Mission Grove area. We are thrilled with so much industrial/residential development.
- 337 We have found city Police, Fire, Ambulance to be professional, courteous and helpful.
- 338 We have new lights on the street and paving the street. Thank you.
- 339 We like the big trash pick-ups.
- 340 We love the library.
- 341 We really enjoy the downtown area, swimming at Shamel park, variety of shopping areas and restaurants.
- 342 While moving, everyone from the city offices made the transition very easy.
- 343 You are asking for input, that is great.
- 344 Your library is great.
- 345 Zoning Department Katherine White very courteous.